



# Polycom® Halo® 1.0 Upgraded Solutions User's Guide

---

## **Trademark Information**

Polycom®, Halo®, and the names and marks associated with Polycom's products are trademarks and/or service marks of Polycom, Inc. and are registered and/or common law marks in the United States and various other countries.

All other trademarks are property of their respective owners.

## **Patent Information**

The accompanying product is protected by one or more U.S. and foreign patents and/or pending patent applications held by Polycom, Inc.

## **Contact Polycom Support**

To contact the Polycom Halo Concierge service, please send an email to [haloconciierge@polycom.com](mailto:haloconciierge@polycom.com) or call one of the following numbers:

US Toll Free: 1-877-715-2121

Outside the US (toll charges may apply): +1-281-518-6259

© 2012 Polycom, Inc. All rights reserved.

Polycom, Inc.  
6001 America Center Drive  
San Jose CA 95002  
USA

No part of this document may be reproduced or transmitted in any form or by any means, electronic or mechanical, for any purpose, without the express written permission of Polycom, Inc. Under the law, reproducing includes translating into another language or format.

As between the parties, Polycom, Inc., retains title to and ownership of all proprietary rights with respect to the software contained within its products. The software is protected by United States copyright laws and international treaty provision. Therefore, you must treat the software like any other copyrighted material (e.g., a book or sound recording).

Every effort has been made to ensure that the information in this manual is accurate. Polycom, Inc., is not responsible for printing or clerical errors. Information in this document is subject to change without notice.

---

# About this Guide

The *Polycom Halo 1.0 Upgraded Solutions User's Guide* introduces you to the Polycom® Halo® 1.0 Upgraded Solution systems. This guide explains how to use the Polycom® Touch Control, describes what you can expect to see on the displays during meetings in the Polycom Halo 1.0 Upgraded Room, and provides general guidelines for conducting successful meetings.

This guide is intended for all users of the Polycom Halo 1.0 Upgraded Room equipped with Polycom endpoints.

For quick reference information about Polycom Halo 1.0 Upgraded Rooms, refer to the *Quick Tips for Polycom Halo 1.0 Solutions* document. This document describes how to use the Polycom Touch Control to perform common user tasks, such as making and ending calls, controlling audio, and sharing content.

Additional Polycom documentation is available at the Polycom web site, <http://www.polycom.com/support/video/index.html>.

For support or service, please contact the Polycom Halo Concierge via email at [haloconciierge@polycom.com](mailto:haloconciierge@polycom.com) or call one of the following numbers:

US Toll Free: 1-877-715-2121

Outside the US (toll charges may apply): +1-281-518-6259

# Contents

<b>1</b>	<b>Introducing the Polycom Halo</b>	
	<b>1.0 Upgraded Room</b>	<b>1-1</b>
	The Polycom Halo Environment	1-1
	Getting Help from the Polycom Halo Concierge	1-3
<b>2</b>	<b>Using the Polycom Touch Control</b>	<b>2-1</b>
	Powering the Polycom Touch Control On and Off	2-2
	Accessing the Home Screen	2-2
	Understanding the Polycom Touch Control Indicators	2-4
	Calling	2-5
	Calling by Entering a Name or Number	2-6
	Calling from the Directory	2-7
	Ending a Call	2-8
	Adjusting the Volume	2-8
	Adjusting the Volume at Your Site	2-8
	Adjusting the Polycom Touch Control Volume	2-8
	Muting the Microphones	2-9
	Getting Help	2-9
	Understanding Error Messages	2-9
	Calling the Polycom Halo Concierge	2-10
<b>3</b>	<b>Viewing People and Content</b>	<b>3-1</b>
	Viewing People	3-1
	Point-to-Point Video Conferences	3-1
	Multipoint Video Conferences	3-2
	Three or four connections	3-2
	Five to seven connections	3-2
	Using a Laptop in the Halo 1.0 Upgraded Room	3-2
	Using a Document Camera	3-4
<b>4</b>	<b>Conducting Successful Meetings</b>	<b>4-1</b>
	Meeting Tips	4-1
	General Meeting Tips	4-1
	Video Tips	4-2

	Audio Tips .....	4-2
	Document Camera Tips .....	4-3
	Common Connectivity Issues .....	4-3
	Connecting to Polycom Halo 1.0 Upgraded Rooms .....	4-4
<b>5</b>	<b>Troubleshooting .....</b>	<b>5-1</b>
	Halo 1.0 Upgraded Rooms .....	5-1
	How to Contact Technical Support .....	5-2
	Getting Help from the Polycom Halo Concierge .....	5-2
	Polycom Touch Control .....	5-2
	Direct access .....	5-2
<b>A</b>	<b>Meeting Topologies .....</b>	<b>A-1</b>
	Point to Point .....	A-1
	Two Halo 1.0 Upgraded Rooms .....	A-1
	Multipoint .....	A-2
	Three Halo 1.0 Upgraded Rooms .....	A-2
	Four Halo 1.0 Upgraded Rooms .....	A-3
	Five Halo 1.0 Upgraded Rooms .....	A-3
	Six Halo 1.0 Upgraded Rooms .....	A-4
	Seven Halo 1.0 Upgraded Rooms .....	A-4

# List of Figures

Figure 1-1	Polycom Halo Collaboration Studio 65" .....	1-2
Figure 1-2	Polycom Halo 1.0 Upgraded Room Equipment .....	1-2
Figure 2-1	Home Screen Page One .....	2-2
Figure 2-2	Home Screen Page Two .....	2-3
Figure 2-3	Home Screen Page Three .....	2-4
Figure 2-4	Call Screen (In a Call) .....	2-4
Figure 2-5	Keypad Screen (In a Call) .....	2-5
Figure 2-6	Keypad Screen (Not in a Call) .....	2-6
Figure 2-7	Alphanumeric Keyboard Screen (Not in a Call) .....	2-6
Figure 2-8	Directory Screen .....	2-7
Figure 2-9	Help Desk Screen .....	2-10
Figure 3-1	Point-to-Point Video Conference between Two Polycom Halo 1.0 Upgraded Rooms .....	3-1
Figure 3-2	Multipoint Video Conference with Four Polycom Halo 1.0 Upgraded Rooms .....	3-2
Figure 3-3	Multipoint Video Conference with Seven Polycom Halo 1.0 Upgraded Rooms .....	3-2
Figure 3-4	Laptop Button on the Show Content Screen .....	3-3
Figure 3-5	Laptop Stop Button on the Show Content Screen .....	3-4
Figure 3-6	Doc Cam Button on the Show Content Screen .....	3-5
Figure 3-7	Document Camera Controls on the Show Content Screen .....	3-5
Figure 3-8	Document Camera Spotlight Location .....	3-6
Figure A-1	Two Halo 1.0 Upgraded Rooms Connected .....	A-1
Figure A-2	Three Halo 1.0 Upgraded Rooms Connected .....	A-2
Figure A-3	Four Halo 1.0 Upgraded Rooms Connected .....	A-3
Figure A-4	Five Halo 1.0 Upgraded Rooms Connected .....	A-3
Figure A-5	Six Halo 1.0 Upgraded Rooms Connected .....	A-4
Figure A-6	Seven Halo 1.0 Upgraded Rooms Connected .....	A-4

---

# Introducing the Polycom Halo 1.0 Upgraded Room

The Polycom Halo 1.0 Upgraded Rooms facilitate face-to-face meetings between people located at different sites. The design and placement of the Halo 1.0 UHR video equipment, coupled with Polycom's superb audio, will enable you to pick up minute facial expressions and gestures and clearly hear every bit of conversation. Before long, the extraordinary realism will make you feel as if your colleagues were sitting across the table from you rather than being miles away.

## The Polycom Halo Environment

Although different Polycom Halo 1.0 Upgraded Room locations may have different seating capacities, each location contains a similar set of fixtures:

- Conference table with twelve, six, four, or two seats
- Lower display or displays for viewing up to six other participants in other Halo 1.0 UHR locations
- Upper display, for collaborating and sharing information
- Polycom Touch Control for operating the Halo 1.0 UHR
- VGA cable for connecting video output from an optional laptop computer
- Other equipment, such as microphones, speakers, and cameras, needed to conduct a meeting
- User's Guide containing operating instructions

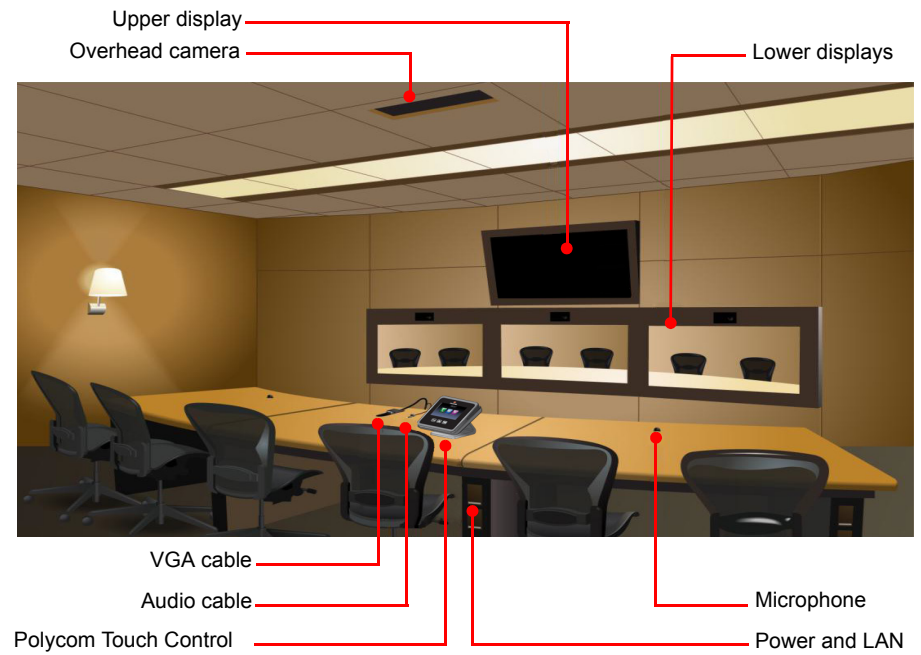


A two-seat or four-seat meeting center has only one lower display, whereas a six-seat or twelve seat Halo 1.0 UHR has three lower displays. However, both locations can see the same views of participants in other locations.



**Figure 1-1** Polycom Halo Collaboration Studio 65”

Figure 1-2 shows an example of a fully furnished six-seat Polycom Halo 1.0 Upgraded Room



**Figure 1-2** Polycom Halo 1.0 Upgraded Room Equipment





Do not clean or repair any of the displays or other Polycom Halo 1.0 UHR furnishings. Improper cleaning or repair could cause damage. Special cleaners and procedures are required for most items. Please notify the local Polycom Halo 1.0 UHR administrator about any items needing maintenance.

## Getting Help from the Polycom Halo Concierge

If any problems or questions arise, you have instant access to the Polycom Halo Concierge. With a simple press of a button on your Polycom Touch Control or a phone call, you're connected to the concierge for a quick solution to your problem. The concierge is an expert on the Polycom Halo 1.0 Upgraded Room and can operate your Polycom Halo 1.0 UHR remotely or answer your questions.



To contact the Polycom Halo Concierge, see the [How to Contact Technical Support](#) section on page 5-2.

# Using the Polycom Touch Control

The Polycom Touch Control is your interface to the Polycom Halo 1.0 Upgraded Solutions experience. It enables you to place video and audio calls, adjust the volume, show content, select options, and hang up calls. The Polycom Touch Control is located on the table within easy reach of the center seats at the table.



To use the Polycom Touch Control:

- Touch the Polycom Touch Control screen to select an item.
- Drag your finger across the screen to scroll.
- Touch  **Back** to go to the previous screen.
- Touch  **Home** to go to the Home screen.

Most buttons on the Polycom Touch Control will either visually depress or change color when touched. If a button indicates a state (such as mute), it may take up to a second for the button to visually indicate the changed state. If the response time is consistently longer than this or if you receive no response, contact the Polycom Halo Concierge as described in the [Getting Help](#) section on page 2-9.



Depending on your Halo 1.0 UHR configuration, some Polycom Touch Control functions may not be operational.

## Powering the Polycom Touch Control On and Off




The Polycom Touch Control goes to sleep after two minutes of inactivity.

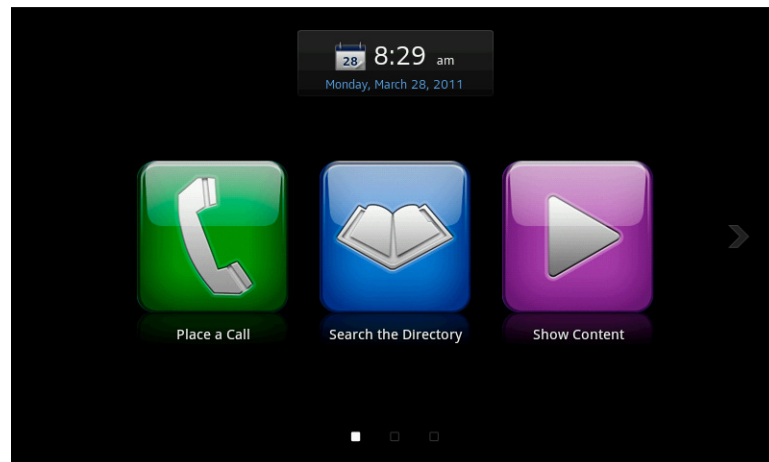
>> Touch the screen to wake up the control panel.

## Accessing the Home Screen

The first screen you see on the Polycom Touch Control is the first page of the Home screen. Each of the three Home screens contains three launcher buttons. Drag your finger across the screen to view the other buttons.



From page one of the Home screen, you can:

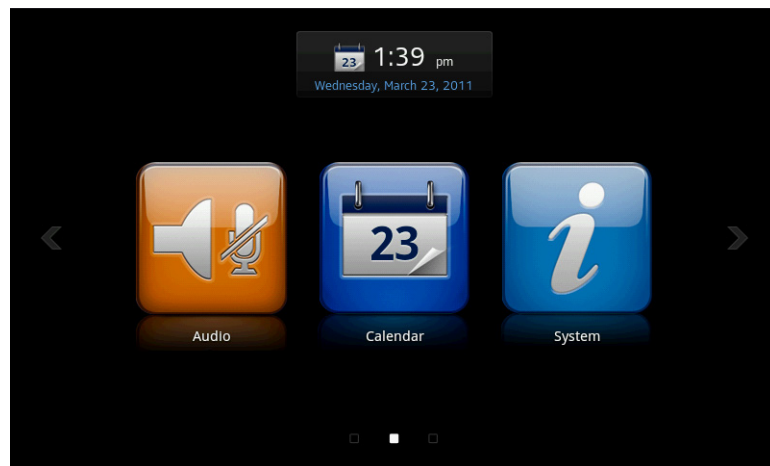
- Touch  **Place a Call** to place an audio or video call.
- Touch  **Directories** to view and search the directory.
- Touch  **Show Content** to show content using a laptop or document camera.



*Figure 2-1 Home Screen Page One*

From page two of the Home screen, you can:

- Touch  **Audio** to mute or adjust the volume of the audio at your site.
- Touch  **System** to display system information for all codecs including:
  - IP address, model, software version, and system name
  - Transmit/receive call speed and format statistics
  - Software version for the System Controller paired with the Polycom Touch Control






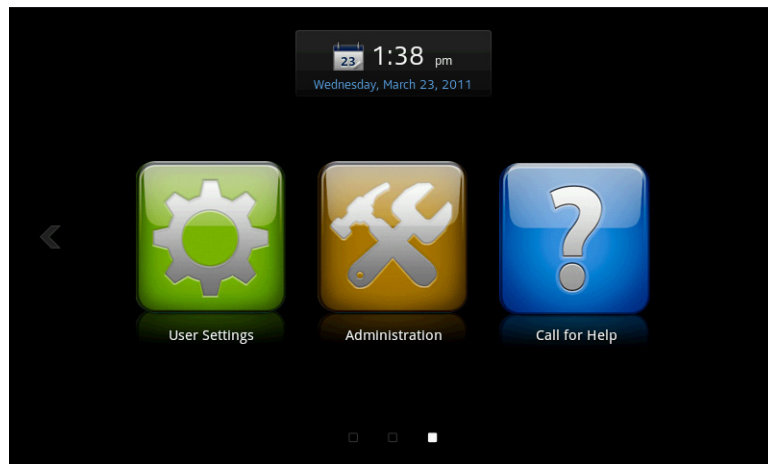
*Figure 2-2 Home Screen Page Two*



Depending on your Polycom Halo 1.0 UHR configuration, some Polycom Touch Control functions may not be operational.

From page three of the Home screen, you can:

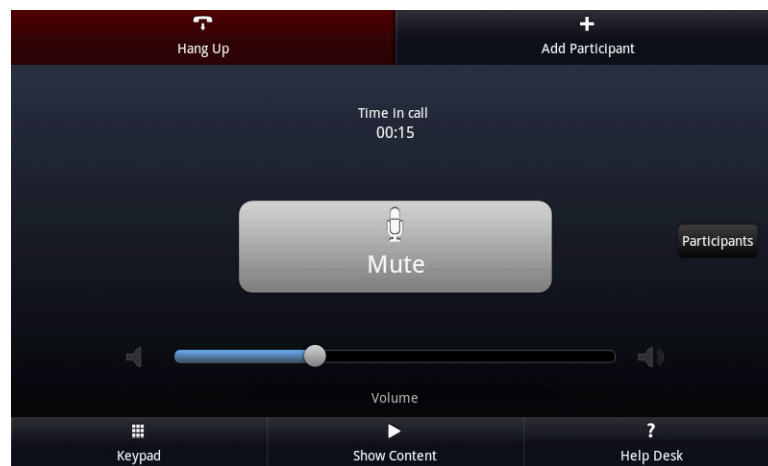
- Touch  **User Settings** to display Polycom Touch Control settings including brightness, volume, and power.
- Touch  **Administration** to display administration settings. Contact your system administrator if you require any changes to the administration settings.
- Touch  **Call for Help** to get help from the Polycom Halo Concierge.



*Figure 2-3 Home Screen Page Three*

## Understanding the Polycom Touch Control Indicators

When you are in a call, the Call screen appears.



*Figure 2-4 Call Screen (In a Call)*

From the Call screen, you can complete these tasks:

- Touch the **Mute/Unmute** button to mute or unmute your microphones.
- Touch the **Volume** slider to adjust the volume at your site.
- Touch **Hang up** to end the call.
- Touch **Keypad** to send DTMF tones.

- Touch **Show Content** to select, start showing, or stop showing content.  
Note that the background color of the Call screen will change when you are in a call and receiving content.
- Touch **Help Desk** to get help from the Polycom Halo Concierge.
- Touch **Participants** to get more information about the participants in the call.
- If you navigate away from the Call screen during a call, you can return to it at any time by touching the green **Back to the Call** button. [Figure 2-5](#) shows how this button appears on the Keypad screen when you are in a call.



*Figure 2-5 Keypad Screen (In a Call)*


## Calling

This section describes how to:

- Place a call by calling by entering a name or number or by calling from the Directory
- End a call

## Calling by Entering a Name or Number

To call by entering a name or number:

- 1 From the Home screen, touch  **Place a Call**.  
The Keypad screen appears.



*Figure 2-6 Keypad Screen (Not in a Call)*



- 2 Using the keypad, enter the video or phone number, IP address, or E.164 extension for the site.
- 3 To dial by name or to enter letters:

- Touch  **Keyboard**

The alphanumeric keyboard appears.





*Figure 2-7 Alphanumeric Keyboard Screen (Not in a Call)*

- 4 If you make a mistake while dialing, touch  **Backspace**.
- 5 Touch  **Call** to place the call.

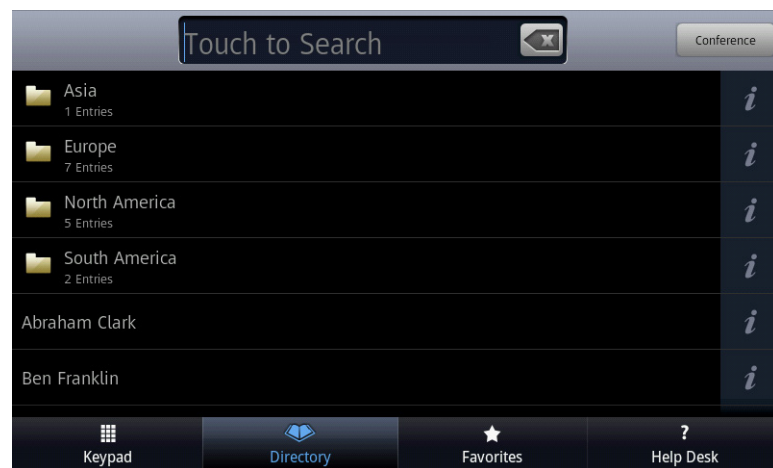
## Calling from the Directory

If you are registered with a directory server, you can browse or search for a site to call.

### To call from the directory:

- 1 From the Home screen, touch  **Search the Directory**.  
Alternatively, from the Home screen, touch  **Place a Call**, and then touch **Directory**.

The Directory screen appears.



**Figure 2-8** Directory Screen

- 2 Do one of the following:
  - Scroll to the entry you want, and then touch the entry to place the call.
  - Touch the **Search** field, start entering the name using the keyboard, and then touch the entry to place the call.



## Ending a Call

### To end a call:

- 1 From the Call screen, touch **Hang Up**.  
You will receive a message that the call has ended.
- 2 Touch **OK**.



With audio calls, if the person on the telephone hangs up first, you still need to end the call by touching **Hang Up**, just as you would hang up a telephone receiver in a regular phone call.

## Adjusting the Volume

This section describes how to adjust the sound you hear at your site, how to change the volume on the Polycom Touch Control, and how to mute the microphones.

### Adjusting the Volume at Your Site

Raising or lowering the volume affects only the sound you hear at your site.

#### To adjust the volume:

- 1 From the Home screen, touch  **Audio**.
- 2 Use the **Volume** slider to increase or decrease the call volume.

When you are in a call, volume control is available on the Call screen and in the top right corner of other screens.

### Adjusting the Polycom Touch Control Volume

You can adjust the volume levels of the Polycom Touch Control ring tone and user alert tones.


#### To adjust the Polycom Touch Control volume:

- 1 From the Home screen, touch  **User Settings**.
- 2 Use the **Volume** slider to adjust the Polycom Touch Control volume.



## Muting the Microphones

You can mute the microphones if you do not want the far site to hear you.

### To mute or unmute the microphones:

- 1 From the Home screen, touch  **Audio**.

The Audio screen appears.

- 2 Touch  **Mute** or  **Unmute** to control your microphones.

When you are in a call, mute controls are available on the Call screen and in the top right corner of other screens.

## Getting Help

This section lists the error messages that you may receive on the Polycom Touch Control when you place a call that does not connect. It also describes how to contact the Polycom Halo Concierge via the Help Desk whenever you need help with your Polycom Halo 1.0 Upgraded Room.

## Understanding Error Messages

If you make a call using the Polycom Touch Control and the call does not connect, you will receive an error message. The following table describes some of the more common error messages that you may receive:


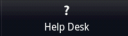
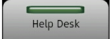
Error Message	Description
The call has ended.	Your site or the far site hung up the call.
The far end system is capable of accepting the call, but the call was rejected for an unknown reason. Contact the Polycom Halo Concierge for assistance.	The far site has automatic answer set to <b>Do not disturb</b> .
The far site is busy. Try the call again later.	The far site is already in a call.
The far site could not be reached. Make sure the far system is operational, and then try the call again.	The far site is not reachable for an unknown reason.

## Calling the Polycom Halo Concierge

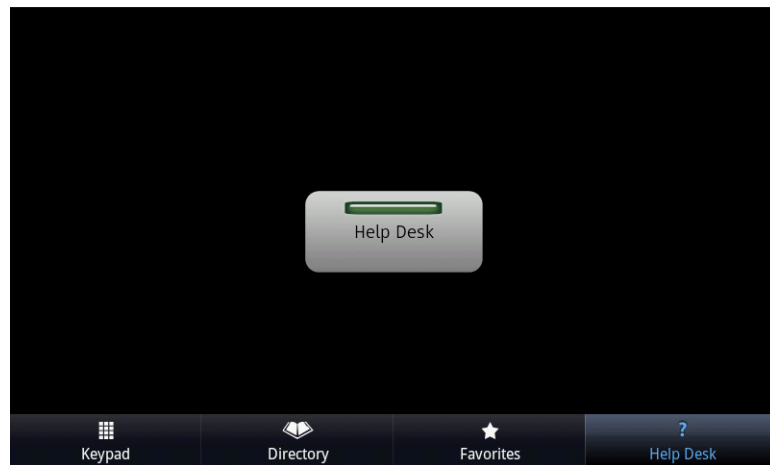
When you experience technical difficulties or have a question about your Polycom Halo 1.0 Upgraded Room, you can call the Polycom Halo Concierge via the Help Desk function on your Polycom Touch Control.

The Help Desk number is configured for the Polycom Halo Concierge. If your Help Desk button is not working, contact the concierge via email or phone.

### To call the Polycom Halo Concierge via the Polycom Touch Control:

- 1 Do one of the following:
  - Touch  **Call for Help** from the Home screen.
  - Touch  **Help Desk** from any dialing screen.
- 1 Touch  **Help Desk**.


The Halo 1.0 Upgraded Room will automatically place an audio call to the Polycom Halo Concierge.



*Figure 2-9 Help Desk Screen*

Note that the four buttons at the bottom of [Figure 2-9](#) appear only when you touch **Help Desk** from a dialing screen.



If you touch  **Call for Help** when an audio call is connected, the Halo 1.0 Upgraded Room must hang up the audio call in order to place the help call. A message informs you of this before hanging up the audio call.

**To contact the Polycom Halo Concierge directly:**

For direct access to the Polycom Halo Concierge, please call one of the following numbers:

- US Toll Free: 1-877-715-2121
- Outside the US (toll charges may apply): +1-281-518-6259

You can also contact the Polycom Halo Concierge via email at [haloconcierge@polycom.com](mailto:haloconcierge@polycom.com).

---

# Viewing People and Content

What can you expect to see on the displays during a video conference in a Polycom Halo 1.0 Upgraded Room?

Your Polycom Halo 1.0 Upgraded Room display layout changes depending on if your video conference is with a single Halo 1.0 Upgraded Room (point to point) or with multiple Halo 1.0 Upgraded Rooms (multipoint). This chapter describes what you can expect to see in these various scenarios.

This chapter also describes how to bring content (such as slides, spreadsheets, or other documents) into a Halo 1.0 Upgraded Room using a laptop or doccam.

## Viewing People

Up to seven Polycom Halo 1.0 Upgraded Rooms can connect to a video conference (your Halo 1.0 UHR and up to six additional Halo 1.0 UHRs). For detailed layout information, see [Meeting Topologies](#) in [Appendix A](#).

## Point-to-Point Video Conferences

If two Polycom Halo 1.0 Upgraded Rooms are connected in a point-to-point video conference, the center six seats of the Halo 1.0 UHR show in the meeting display, with two seats in each window.



*Figure 3-1 Point-to-Point Video Conference between Two Polycom Halo 1.0 Upgraded Rooms*

## Multipoint Video Conferences

### Three or four connections

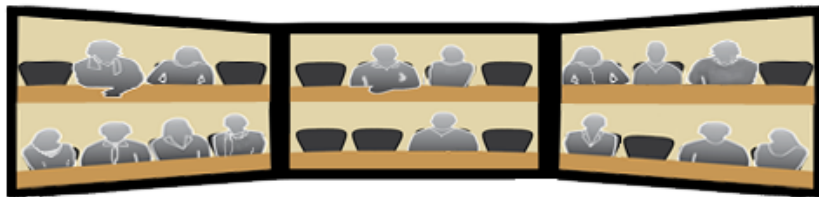
If three or four Polycom Halo 1.0 Upgraded Rooms are connected in a multipoint conference, the center four seats of each Halo 1.0 UHR connected to the meeting show in a lower display. With the smaller number of participants, each Halo 1.0 UHR has its own dedicated display panel.



*Figure 3-2 Multipoint Video Conference with Four Polycom Halo 1.0 Upgraded Rooms*

### Five to seven connections

If five to seven Polycom Halo 1.0 Upgraded Rooms are connected in a multipoint conference, the center four seats of each connected Halo 1.0 UHR in the meeting display. With the larger number of participants, each display is divided in half, with two Halo 1.0 UHRs occupying a single display. Your Halo 1.0 UHR will automatically place participants in the displays for optimal viewing.



*Figure 3-3 Multipoint Video Conference with Seven Polycom Halo 1.0 Upgraded Rooms*

## Using a Laptop in the Halo 1.0 Upgraded Room

If you want to share content that is stored on your laptop, you must connect the laptop with a VGA cable. In addition, your laptop resolution must be supported by your codec.


### To view content using a laptop in the Halo 1.0 Upgraded Room:

- 1 Access the content cable and connect the VGA connector to the VGA connector on your laptop.

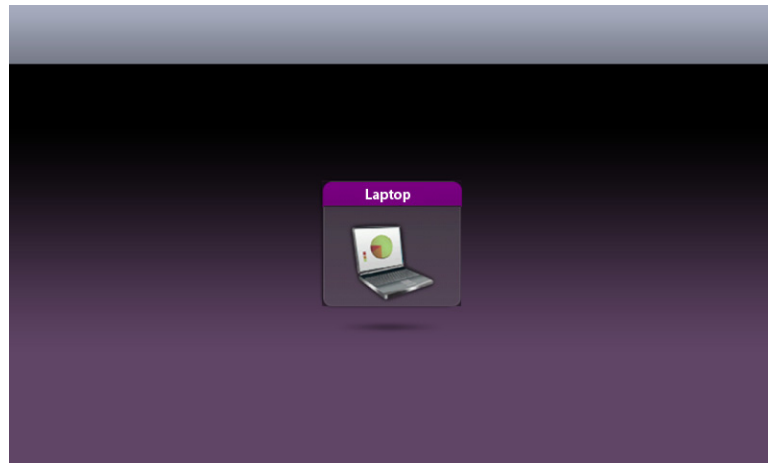
Some laptops require you to enable VGA output (such as by pressing **Shift-F5**). Refer to your laptop documentation for more information.




Most laptops will auto-detect the screen resolution at 720p and switch the settings. If your laptop doesn't identify the resolution automatically, please refer to your laptop documentation for information on how to manually change the resolution settings.

- 2 If you want to transmit audio, connect the audio cable to your laptop. Note that even if you want to send audio-only content, you must first share video.
- 3 From the Home screen of the Polycom Touch Control, touch  **Show Content**.

The Show Content screen appears.




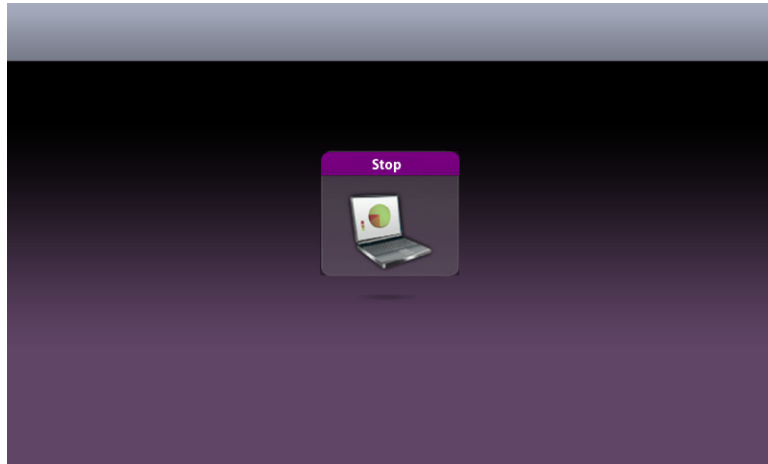
**Figure 3-4** Laptop Button on the Show Content Screen

- 4 Display the content on your laptop screen, and then touch  **Laptop**.

The following then occurs:

- The Laptop button moves up slightly on the screen, the button title changes to **Stop**, and the laptop content is shown to the video conference participants.
- Content appears on the upper display of all connected Polycom Halo 1.0 Upgraded Rooms.

- 5 When you are done using the laptop, touch  **Stop**.



**Figure 3-5** Laptop Stop Button on the Show Content Screen

The Laptop button moves down on the screen, and the laptop content is no longer shown to the video conference participants.




**IMPORTANT:** Always disconnect the cables from the laptop when you are done displaying the content so that you do not inadvertently display any private or personal content that may be stored on the laptop.

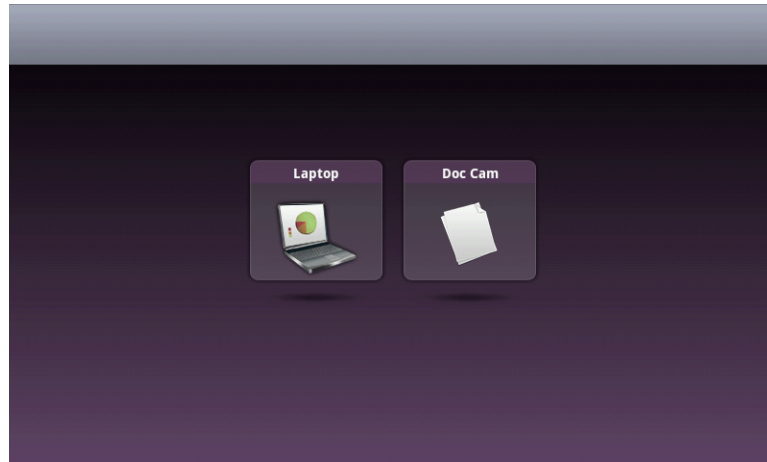
## Using a Document Camera

Your Polycom Halo 1.0 Upgraded Room is equipped with an optional document camera. You can use the document camera to show content to the other conference participants.




**To view content using a document camera:**

- 1 From the Home screen, touch  **Show Content**.  
The Show Content screen appears.



*Figure 3-6 Doc Cam Button on the Show Content Screen*

- 2 Place the content in view of your document camera, and then touch  **Doc Cam**.

Note that the button label depends on what your system administrator chose as the label name.

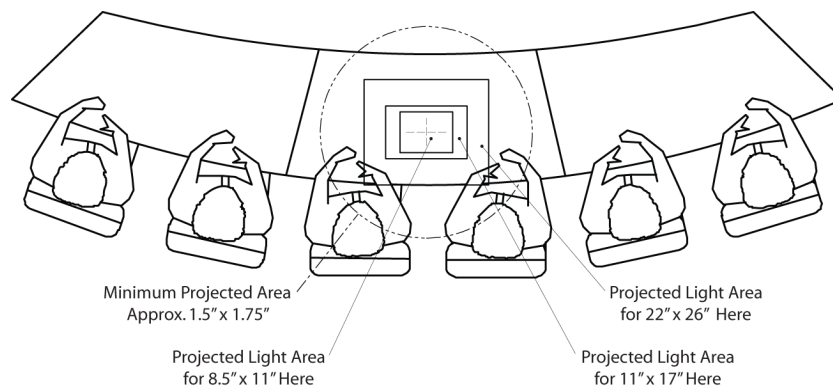


*Figure 3-7 Document Camera Controls on the Show Content Screen*








The following then occurs:

- The Doc Cam button moves up slightly on the screen, the document camera content is shown to the call participants, and the document camera controls become visible.

- The document camera powers on in about three seconds. For more information, refer to the setup sheet that came with your document camera.
  - If there are content monitors in the room, the content appears on all of those content monitors.
  - If the other site in the conference is equipped with content monitors, the content appears on those content monitors.
  - If the other site in the conference has only one display, the content appears on that display.
- 3 Since your Polycom Halo 1.0 UHR comes equipped with a VZ-C12<sup>2</sup> document camera, a spotlight field appears on the main table. [Figure 3-8](#) shows the location of the spotlight field.
  - 4 Place your content on the spotlight field.



**Figure 3-8** Document Camera Spotlight Location

- 5 Use the Document Camera controls as needed:
  - Touch   **Zoom** to zoom in or out on the document.
  - Touch   **Focus** to manually focus in or out on the document, or touch  **AutoFocus** to allow the document camera to focus automatically.
  - Touch  **Freeze/Snapshot** to take a still image of the document.
- 6 Touch  **Stop** to stop sharing content.

The Doc Cam button moves down on the screen, and the content is no longer shown to the call participants.

---

# Conducting Successful Meetings

Conducting a successful meeting in a Polycom Halo 1.0 Upgraded Room is easy. Because your Polycom Halo 1.0 Upgrade Solution is a fully managed service that administers the cameras, microphones, speakers, remote controls, and other equipment, you can be free to concentrate on making your meeting as effective as possible.

This chapter gives tips on maximizing your meeting experience and resolving common connectivity issues. It also provides technical support contact information should you need to access the Polycom Halo Concierge.

## Meeting Tips

This section provides you with tips on how to take full advantage of the video and audio in the Halo 1.0 UHR.

### General Meeting Tips

To help your meeting run more smoothly and efficiently:

- Connect and test any additional equipment (such as a content-sharing laptop) before the meeting.
- Make sure you can see and hear the far-site participants. If you have any problems with your audio or visual equipment, see the [Common Connectivity Issues](#) section on page 4-3 or contact the Help Desk to speak with a Polycom Halo Concierge.
- Avoid wearing bright colors, all-light or all-dark clothing, or “busy” patterns. Light pastels and muted colors look the best on the screen.
- Introduce all participants when the meeting starts.

## Video Tips

Polycom Halo 1.0 Upgraded Room cameras are located above each of the three main displays. To achieve the best video from the cameras:

- Do not sit in front of the table seams. If you do, your image will look “split” to the far-end participants. You can be sure to avoid the seams by sitting in one of the designated seating locations.
- Avoid repetitive motions that may distract other participants, such as tapping your pen or fingers on the tabletop. Remember that, in video conferences, all movements, expressions, and gestures are visible to everyone in the meeting.

## Audio Tips




Polycom’s superior audio and microphone arrays are extremely sensitive. Keep in mind that they will pick up all sound in the Halo 1.0 Upgraded Room, even gentle noises and whispers — and even if you are not in camera range.

For detailed information on the in-Halo 1.0 UHR audio control, see the [Adjusting the Volume](#) section on page 2-8.

Other helpful audio tips you should consider include:

- When speaking, you do not have to direct your speech to a certain location or speak louder than normal. Simply speak in your normal tone of voice.
- Do not touch the tabletop microphones, and do not place laptops or other obstructions directly in front of or on top of them. You should also avoid facing your laptop exhaust near the microphones to eliminate noise from your laptop’s fan.
- As in any meeting, you should refrain from sidebar conversations. These can be distracting, especially in multipoint meetings where participants at a number of sites are present.
- Whenever you are in a Polycom Halo 1.0 Upgraded Room, remember that the microphones may be on. If you want to have a private conversation, check that the microphones are muted.

### To mute or unmute the microphones:

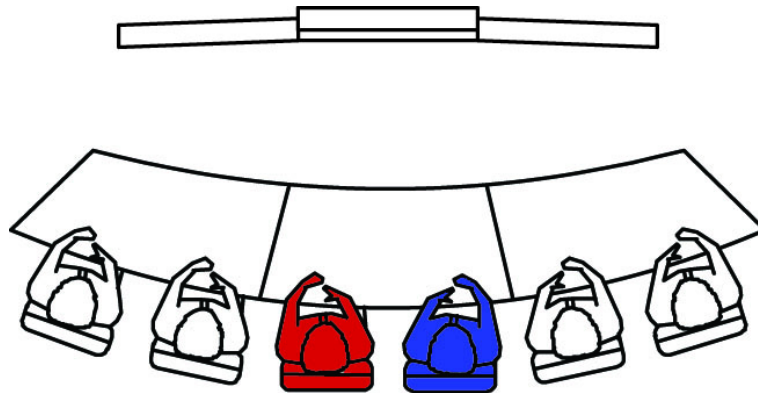
- 1 From the Home screen of the Polycom Touch Control, touch  **Audio**.  
The Audio screen appears.
- 2 Touch  **Mute** or  **Unmute** to control your microphones.

When you are in a call, mute controls are available on the Call screen and in the top right corner of other screens.

## Document Camera Tips

Your Polycom Halo 1.0 Upgraded Room is equipped with an optional document camera. You may find these tips helpful when using the camera:

- If your room does not have a whiteboard, you can annotate on a document that you display using your document camera.
- When writing on a document, use a black marker or a dark pen so that your notations show more clearly.
- If you are right-handed and are planning to use the document camera, sit at the seat marked in red on the following illustration. Additionally, you may not want anyone to sit at the seat marked in blue so that you have more room to use the document camera.



- If you are left-handed and are planning to use the document camera, sit at the seat marked in blue above. Additionally, you may not want anyone to sit at the seat marked in red so that you have more room to use the document camera.

## Common Connectivity Issues

This section identifies a few common issues participants might experience during a video conference. For more in-depth troubleshooting information on your Polycom Halo 1.0 Upgraded Room you can search the Knowledge Base at [support.polycom.com](https://support.polycom.com) or contact the Polycom Halo Concierge.

## Connecting to Polycom Halo 1.0 Upgraded Rooms

### **If you are unable to connect to your meeting:**

- Make sure you have selected the correct Polycom Halo 1.0 UHR from the Directory, then try the call again (point to point).
- Make sure you have selected the appropriate meeting room from the Directory and that all meeting participants are connected to the same meeting room (multipoint).
- To find out if the problem exists in your Halo 1.0 UHR suggest that the far site connect to your Halo 1.0 UHR instead.

### **Contact the Polycom Halo Concierge:**

Contact the Polycom Halo Concierge for any problems or to troubleshoot any issues you may encounter while using your Polycom Halo 1.0 Upgraded Room. For information on how to contact the Polycom Halo Concierge, see [How to Contact Technical Support](#) on page 5-2.

---

# Troubleshooting

For more troubleshooting information, you can search the Knowledge Base at [support.polycom.com](https://support.polycom.com). or contact the Polycom Halo Concierge.

## Halo 1.0 Upgraded Rooms

### **If you have trouble making video calls:**

- Make sure the number you dialed is correct, then try the call again.
- To find out if the problem exists in your system, ask the person you were trying to reach to call you instead.
- Make sure the system you are calling has its power turned on and is functioning properly.
- If you can make calls but not receive them, make sure that your system is configured with the correct number.


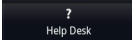
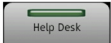
### **Contact the Polycom Halo Concierge:**

Contact the Polycom Halo Concierge for any problems or troubleshooting issues you may encounter while using your Polycom Halo 1.0 Upgraded Room . For contact information, see [How to Contact Technical Support](#) on page 5-2.

## How to Contact Technical Support

If any problems or questions arise, you have instant access to the Polycom Halo Concierge. With a simple press of a button on your Polycom Touch Control or a phone call, you're connected to the concierge for a quick solution to your problem. The concierge is an expert on the Polycom Halo system and can operate your Polycom Halo system remotely or answer your questions.

### Polycom Touch Control

- 1 Do one of the following:
  - From the Home screen, touch  **Call for Help**.
  - From any dialing screen, touch  **Help Desk**.
- 2 Touch  **Help Desk**.

### Direct access

For direct access to the Polycom Halo Concierge, please call one of the following numbers:

- US Toll Free: 1-877-715-2121
- Outside the US (toll charges may apply): +1-281-518-6259

You can also contact the Polycom Halo Concierge via email at [haloconcierge@polycom.com](mailto:haloconcierge@polycom.com).

Be prepared with the following information. This information helps The Polycom Halo Concierge respond faster to your issue:

- Your name
- Your location (your company, city, and your Halo 1.0 Upgraded Room)
- A phone number where you can be reached
- A brief description of your problem
- The action you were trying to take when you experienced the problem, including the number of the meeting rooms you were trying to join, and the room names or numbers of other participants you were trying to connect with (as applicable)
- Any steps you have already taken to resolve the issue, as well as any additional anomalies



---

# Meeting Topologies

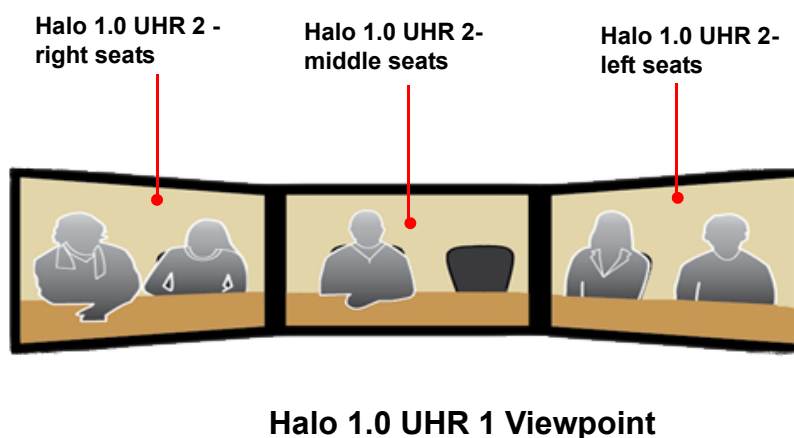
Depending on the number of Halo 1.0 Upgraded Rooms connected to the video conference, all displays may not be active. If your meeting contains three, five, or six total Halo 1.0 Upgraded Rooms, one or two of the displays will show a blank black screen.

## Point to Point

For point-to-point video conferences, the display layout will usually be in the same configuration each time you make a call.

## Two Halo 1.0 Upgraded Rooms

Point-to-point conferences between two Halo 1.0 Upgraded Rooms will show two seats in each display, for a total of six participants.



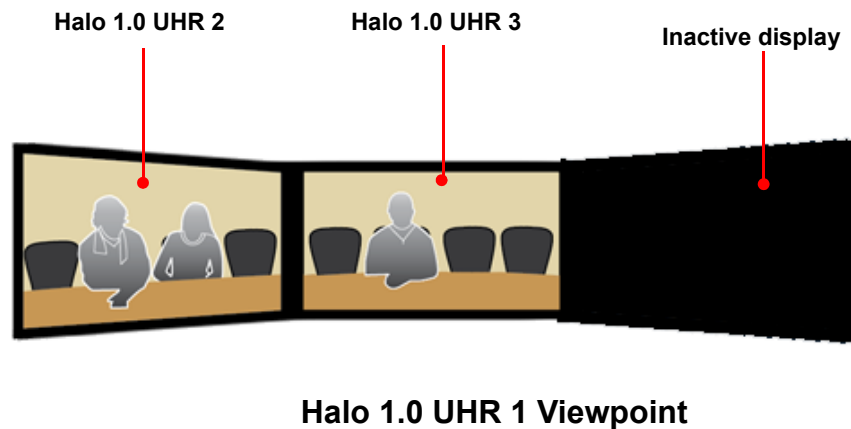
*Figure A-1 Two Halo 1.0 Upgraded Rooms Connected*

## Multipoint

In multipoint video conferences, the display layouts will shift configuration based on a variety of factors such as eye gaze, video image size, and seating orientation. As participants enter or leave a conference, the display layout may change to update and accommodate the new video parameters.

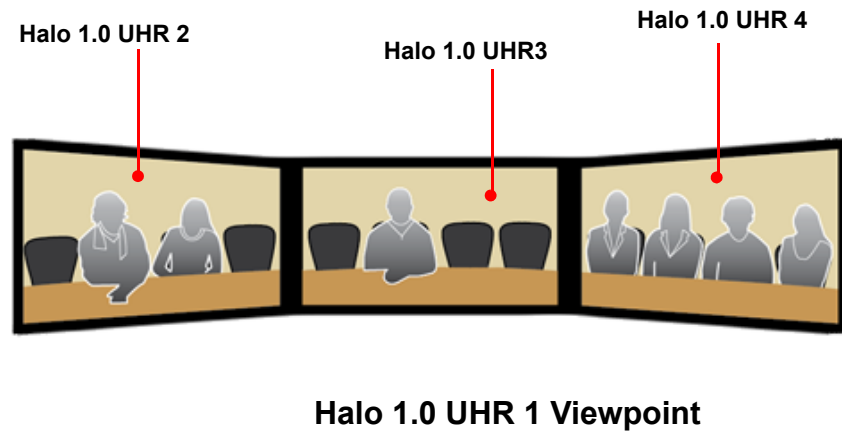
In video conferences with two to four participants, each Halo 1.0 Upgrade shows in one the lower display screens. With five to seven participants, each endpoint shows on one half of the lower display screens.

### Three Halo 1.0 Upgraded Rooms



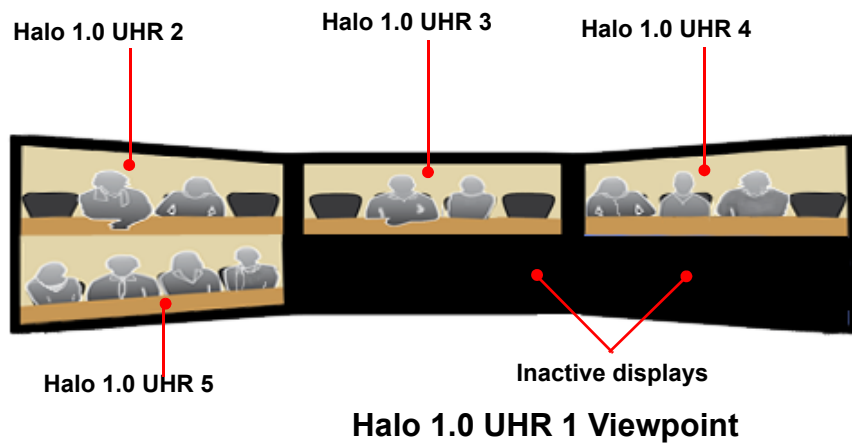
*Figure A-2 Three Halo 1.0 Upgraded Rooms Connected*

## Four Halo 1.0 Upgraded Rooms



*Figure A-3 Four Halo 1.0 Upgraded Rooms Connected*

## Five Halo 1.0 Upgraded Rooms



*Figure A-4 Five Halo 1.0 Upgraded Rooms Connected*

## Six Halo 1.0 Upgraded Rooms

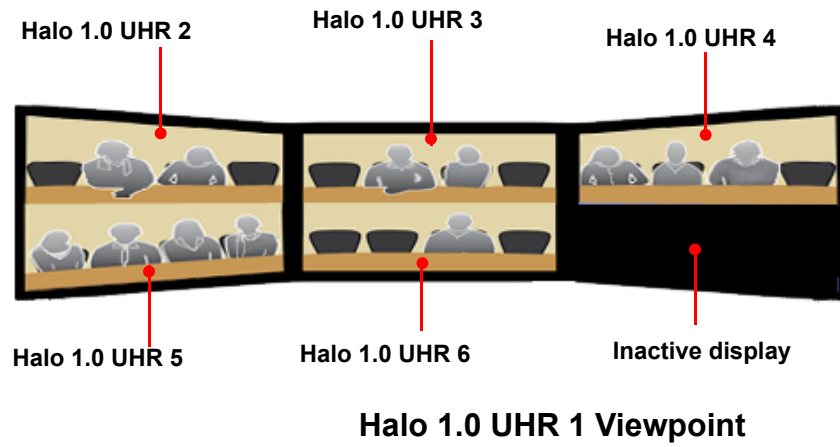


Figure A-5 Six Halo 1.0 Upgraded Rooms Connected

## Seven Halo 1.0 Upgraded Rooms

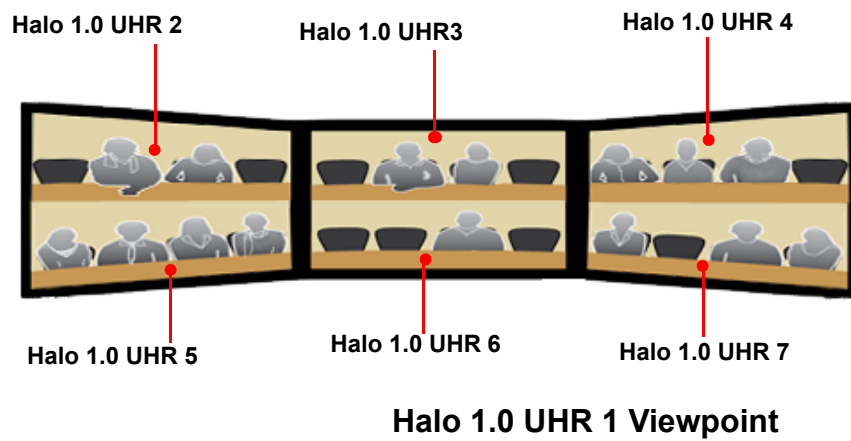


Figure A-6 Seven Halo 1.0 Upgraded Rooms Connected